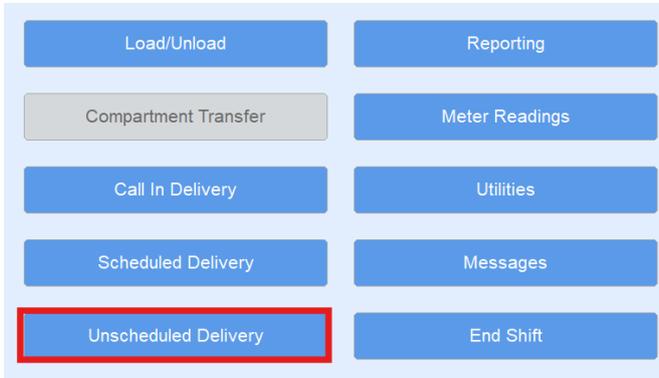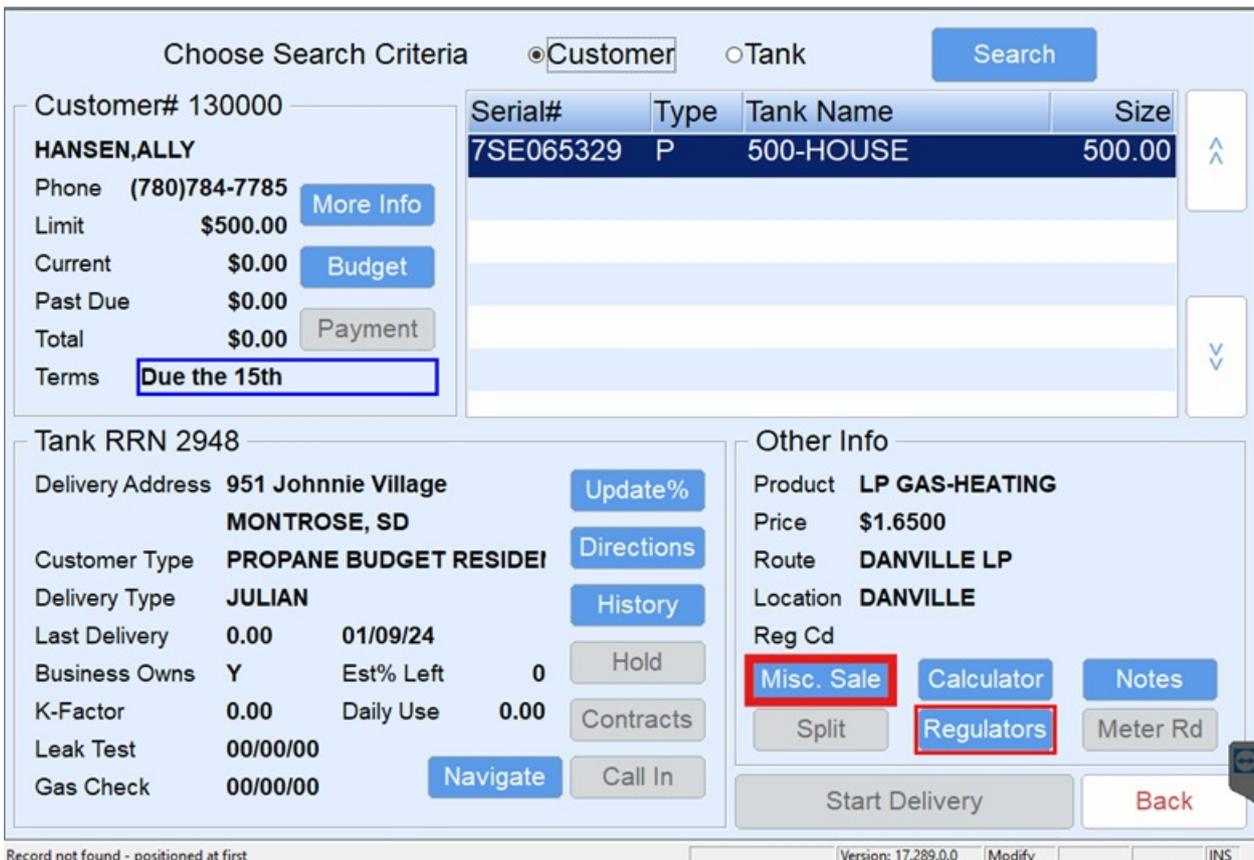# Unscheduled Delivery - Cylinder Exchange

Last Modified on 02/11/2025 1:37 pm EST

Selecting **Unscheduled Delivery** gives the ability to deliver to any customer in the database rather than just the customers selected for a schedule.

Select **Unscheduled Delivery** from the *Delivery Menu* to advance to the *Customer* screen.

Search for customer by Customer Name or Customer# and select **Tanks** to view the *Tank* screen. Select **Misc. Sale** to advance to the *Delivery/Invoice* screen.

Once on the *Delivery/Invoice* screen there is an option to enter the number of cylinders dropped off, number picked up, and number picked up full (full cylinders that are picked up will credit the invoice for the amount per cylinder). Additionally, modify the price of the product and enter a PO#. **Note:** If the delivery was made against a contract, the price cannot be modified.

- **Choose** – Modify the product being sold. If the product is listed incorrectly, tap**Choose** and select from a list of available products.
- **Remove** – Remove items from the Invoice. Only non-pumpable items can be removed from an Invoice. If a pumpable item is highlighted, the **Remove** button will not be active.
- **Discount** – Review Discount if applicable and adjust as necessary.
- **Remove Tax** – Remove all taxes from the Invoice. This is not on a per line item basis - it is for the entire Invoice. Once the taxes have been removed, they cannot be re-added.
- **Payment** – Enter a payment from the customer. Reference the Payment article for more on entering

payments in EnergyTrack.

- **Add** – Add a non-pumpable item to the Invoice. Once **Add** is selected, tap **Choose** to select the item needing added to the invoice. Then enter a *Quantity* and *Price* for the item.
- **Finalize Invoice** – Finalize the Invoice. A prompt will display for a Signature (if required) and then for a number of invoices to print. If a payment was taken while on the *Invoice* screen, there will also be a prompt for the number of receipts to print.